

# Michael Keates

## Background

I am a dedicated, hardworking individual with a robust background in all things related to computing and technology. Diligent, enthusiastic, and a team player, I possess a passion for learning and developing new skills, a strong attention to detail, and excellent verbal and written communication abilities. I am reliable and constantly seeking new challenges to broaden my knowledge and experience, while also enhancing my capacity to develop efficient and effective solutions for diverse requirements.

## Contact

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## Experience

**Junior Business Analyst** SEP 2025 - PRESENT  
Sapiens | Full-Time

**Graduate Business Analyst** APR 2024 - AUG 2025  
Sapiens | Full-Time

- Played a role in the successful go-live of the PPS Mutual New Zealand project, configuring product, supporting digital team & implementing the baseline for complex Premium Calculations using SQL.
- Awarded a Certificate of Recognition for supporting new joiners and consistently delivering high-quality deliverables under tight deadlines.

**Database Assistant** AUG 2023 - MAR 2024  
City Hospice | Contract

- Successfully completed a 6-month contract, demonstrating strong performance and dedication, leading to an extension to 8 months.
- Analysing data to derive insights and support decision-making processes, while contributing significantly to thorough analysis and meticulous data cleansing, leading to the successful implementation of a new system.

**Remote Creative Strategist & Design Consultant** JUN 2018 - MAR 2020  
Heavy Lift Logistics East Africa Limited | Freelance

- Designed and produced company logo and produced comprehensive and efficient transport plans.

## Education

**BSc (Hons) Applied Computing - First Class Honours** SEP 2022 - MAY 2023  
University of South Wales

- Designed and developed a Full Stack solution using Next.JS & Typescript, delivering an educational web service and seamless access to an operating system via web browsers, with a specialized emphasis on mobile and tablet compatibility.

**Higher National Diploma (HND) Computing - Distinction** SEP 2020 - MAY 2022  
University of South Wales

- Designed and developed a Crime Alert App for Android/iOS using Xamarin, providing real-time crime data visualization on a map.

**Business & Technology Education Council (BTEC) Computing - Distinction** SEP 2019 - MAY 2020  
Coleg Gwent

## Languages

C++      C#      CSS3      HTML5      JavaScript      JQuery      PHP      Python

## Frameworks

Typescript      React      Next.js      .NET      Xamarin

## Databases

mySQL      PostgreSQL      PL/SQL

## Other Skills

Git      Docker      GraphQL      Three.js      Photoshop      Word      Excel